





FY 2022 Performance-Based Bonus Scorecard
OFFICE OF THE OMBUDSMAN

ELIGIBLE Eligible personnel of OMBUDSMAN are entitled to 48.75% of monthly basic salary.	 PERFORMANCE RESULTS Achieved 100% (12 out of 12) of its Congress-approved performance targets for FY 2022	 PROCESS RESULTS No substantial improvement in both external and internal services*	 FINANCIAL RESULTS Achieved 91.02% Disbursement BUR	 CITIZEN/CLIENT SATISFACTION RESULTS Achieved 4.625 satisfaction rate; 100% resolution and 6% compliance rate of #8888 complaints; and no CCB complaints received	
	15 TOTAL SCORE	5 SCORE	1 SCORE	5 SCORE	4 SCORE
	75 TOTAL POINTS	25 POINTS	5 POINTS	25 POINTS	20 POINTS

Legend: 1 SCORE = 5 POINTS 2 SCORE = 10 POINTS 3 SCORE = 15 POINTS 4 SCORE = 20 POINTS 5 SCORE = 25 POINTS

Compliant in 6 out of 10 Agency Accountability Requirements

Transparency Seal COMPLIANT	PhilGEPS Posting NON-COMPLIANT	Designation of the Agency's Committee on Anti-Red Tape COMPLIANT	Sustained Compliance to Audit Findings COMPLIANT	Submission and review of SALN COMPLIANT	Freedom of Information (FOI) NOT APPLICABLE
FY 2022 APP Non-Common Use Supplies and Equipment (APP non-CSE)** NON-COMPLIANT	Posting of Indicative FY 2023 APP non-CSE COMPLIANT	FY 2023 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE) COMPLIANT	FY 2021 Agency Procurement Compliance and Performance Indicators (APCPI)** NON-COMPLIANT	Undertaking of Early Procurement Activities (EPA)** NON-COMPLIANT	Compliance with the National Competition Policy NOT APPLICABLE

*The unit/s most responsible (including its head) for the criteria stated in Section 6.1.1 of MC 2022-1 with a performance rating of below 4 will be isolated from the grant of the FY 2022 PBB.

**The unit/s most responsible (including its head) for the non-compliance with the Agency Accountability Requirements provided in Section 5.0 of MC 2022-1 will be isolated from the grant of the FY 2022 PBB.

